

# The WizLetter



## 2020 SPECIAL SCAM Issue

Call me 1<sup>st</sup>: 727-366-5711

Questions answered free

### 1. If you get ANY pop-up with a phone number, it's a scam!

Loud noises, loud voices and very scary. Do not call the number on the screen. It's a scam to get your charge card information or to get you to send them gift cards. If you give someone control of your computer, they can get control anytime they want. You will need a professional to keep them out. Call ASAP if this happens to you.

**DO NOT GIVE CONTROL OF YOUR COMPUTER TO ANYONE YOU DON'T KNOW!**

Call the Wizard first for the free 20-second fix. (Tap the Windows key and Shut Down or Restart)

### 2. **STILL HAPPENING! PEOPLE STILL PAYING THE \$300**

If you think there is something wrong with your computer...

If a pop-up tells you there is something wrong with your computer...

If someone calls and tells you there is something wrong with your computer...

If you get a phone call from your own phone number...

IF YOU CALL for support and they tell you there is something wrong with your computer...

Microsoft, Apple & the I. R. S. DO NOT MAKE OUTGOING PHONE CALLS...

All the above are scams to get your charge card information or to get you to send them Gift Cards

Call your computer guy. 727-366-5711. FREE CALL!

**DO NOT GIVE CONTROL OF YOUR COMPUTER TO ANYONE YOU DON'T KNOW!**

### 3. Any Email Stating... Please update your information.

**DO NOT DO IT**

Email that looks like it came from a reputable company asking you to update information. Do not open and click on the link. It takes you to a look-alike page that will steal your login information and your identity. A few days later, you will believe you were hacked, forgetting or not knowing you were scammed.

### 4. Email from a friend that is out of the country asking for money

This is an oldie that keeps reappearing. Call the friend if you are concerned. But do not send money when any email asks you to.

### 5. Spectrum Email Scam

You receive an email from Spectrum stating your online access has been blocked or suspended. The first problem with this is you needed your online access to get the email. This email is NOT from Spectrum. It is a simple scam in an attempt to get your charge card and/or your bank account information. Anywhere you click on this email does not take you to Spectrum. Simply delete these emails. When you enter your personal information, you are sending that information to the scammers. There are several variations of the email.

[Click here to see a sample.](#)

### 6. Amazon Email Scam

You receive an email from Amazon stating, "There is action needed from you today, Amazon must collect **about** your information to make your Amazon account more **securely.**" (Notice the grammar. **Bad grammar is a dead give-away that this is a scam.**) The link in the email reads Amazon.com but it does not go to Amazon.com. If you hover your mouse over most links without clicking on it, a tiny window will appear that shows where the link really goes. The tiny window may be next to the mouse arrow or at the bottom of the page. The actual link goes to a website that looks like the Amazon sign-in screen. When you enter your user name, password and click Sign in, you are sending that information to the scammers.

[Click here to see a sample.](#) (I changed the link to go to my website to keep it safe)

### 7. Most hacks are voluntary

**If you fall victim to any of the scams mentioned here, call me ASAP. I can fix your computer. Understand if you fall victim to a scam, you are being tricked into providing personal information. This is the information needed to steal your identity, hack into your bank account or use your charge card. A week later you may not remember providing this information and will think you were hacked. Or were you**

**scammed? Do not provide personal information to anyone without understanding who you are actually giving it to. ESPECIALLY IF THEY CALL YOU!**

**8. If YOU call a company for support (Updated)**

Be aware companies like **DELL** and **HP** are selling off their out-of-warranty and some in-warranty support calls. If you call someone other than the Wizard for support and they do not address your problem, rather they start trying to get control of your computer, hang up. Scammers want to take control of your computer, show you **fake problems** and scare you into a \$150 - \$500 solution. They forget to tell you it renews next month. This is a SCAM. Be aware of this common scam that tries to sell you a support package. If you give control of your computer to someone you do not know, they will install software on your computer so they can get in any time they want. Call the Wizard first... Or ASAP after you get tricked into giving control to a stranger.

**DO NOT GIVE CONTROL OF YOUR COMPUTER TO ANYONE YOU DON'T KNOW!**

**9. Email or phone call stating there's a problem with your Apple ID, asking you to go to your PC...**

Apple does not make outgoing calls. If you suspect a problem with any online account, go to it and log in as normal. If there is a problem you will see it when you log in.

**DO NOT GIVE CONTROL OF YOUR COMPUTER TO ANYONE YOU DON'T KNOW!**

**10. Microsoft calls and says there is a licensing Issue with your computer or software.**

Microsoft does not make outgoing phone calls. Same old scam. Hang up!

**DO NOT GIVE CONTROL OF YOUR COMPUTER TO ANYONE YOU DON'T KNOW!**

**11. Any Email with Subject: Reminder For Office Renewal**

**THIS IS A SCAM.** Microsoft may be spelled wrong in the "From" line. (Microsfot)

Office 365 requires annual renewal. I have 20 customers that are using a newer version of Office. If you are one of them, you know. Unless you know you are one of the 20, you will never see legitimate email from Microsoft!

On that note, you will never get a phone call from Microsoft as they do not make outgoing phone calls.

If you are one of the 20, log in to your Microsoft account to see your renewal information.

**12. Refund from an earlier scam**

You receive a call from a company that scammed you in the past stating Microsoft is forcing them to issue a refund for all the money they collected from you. Then they set up a Western Union account requiring your charge card or bank information so they can complete the refund. The scam is they are sending money to themselves instead of issuing a refund.

Feel free to forward the Wizletter to any of your contacts that would appreciate it. As always, please call if you have questions or concerns.

727-366-5711

[www.comp-wizard.com](http://www.comp-wizard.com)

**\* Microsoft ended support of Windows XP on 4/8/2014 & Windows Vista on 4/11/2017. Your computer and/or printer manufacturers & Anti-virus programs may also end their support. If you are still using Windows XP or Windows Vista YOU MAY BE AT RISK AND VULNERABLE TO ALL NEW VIRUSES AND INFECTIONS.**